

Cisco Unity Connection RTMT通过CLI跟踪位置

简介

本文档介绍当RTMT无法访问或不可用时从Cisco Unity Connection(CUC)CLI收集日志的文件路径。

先决条件

要求

本文档没有任何特定的要求。

使用的组件

本文档中的信息基于CUC 10.x、11.x、12.x

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始(默认)配置。如果您使用的是真实网络,请确保您已经了解所有命令的潜在影响。

背景信息

CUC提供实时监控工具(RTMT),以简化跟踪收集。RTMT提供逻辑名称列表,允许用户选择服务名称并收集所选服务的跟踪。有时,使用CLI直接查找文件会很有帮助。本文档将RTMT复选框映射到CLI文件位置。跟踪文件和位置可能因版本而异;但是,本文档准确 CUC 11.5。

使用这些路径通过CUC安全外壳(SSH)获取日志

注意: 在收集日志之前,请确保已配置并可访问外部SFTP服务器。

注意: CUC^{*}:虽然此服务显示在Cisco Unified Serviceability中,但该服务不支持Cisco Unity Connection。

⁺⁺:仅在12.x版本上可用

^{**}:仅在12.5版本上可用

| 服务 | CLI命令 | 运行这些服务的应用 |
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| 连接分支同步服务 | 文件获取active log cuc/diag_CUCESync* | CUC |
| 连接CM数据库事件侦听程序 | 文件 getactivelogcuc/diag_CuCmDbEventListener | CUC |
| 连接对话管理器 | 文件获取active log cuc/diag_CuCsMgr* | CUC |
| 连接数据库 | 文件获取活动日志cuc/informix.log | CUC |
| 连接数据库事件发布服务器 | 文件获取active log cuc/diag_DbEventPublisher* | CUC |
| 连接数据库代理 | 文件获取active log cuc/diag_CuDbProxy* | CUC |
| 连接数字网络复制 | 文件获取active log cuc/diag_CuReplicator_* | CUC |
| 连接文件同步器 | 文件获取active log cuc/diag_CuFileSync* | CUC |
| 连接组件缓存服务 | 文件获取active log cuc/diag_CuGalSvc* | CUC |

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| 连接IMAP服务器 | 文件获取activelog cuc/diag_CuImapSvr* | CUC |
| 连接码头 | 文件获取活动日志jetty/* | CUC |
| 连接许可证管理器服务器 | 文件获取activelog cuc/diag_CuLicMgrSvr* | CUC |
| 连接邮箱同步 | 文件获取activelog cuc/diag_CuMbxSync* | CUC |
| 连接消息传输代理 | 文件获取activelog cuc/diag_CuMta* | CUC |
| 连接混合器 | 文件获取activelog cuc/diag_CuMixer* | CUC |
| 连接通告程序 | 文件获取activelog cuc/diag_CuNotifier* | CUC |
| 连接报告数据采集器 | 文件get activelog cuc/diag_CuReportDataHarvester* | CUC |
| 连接SMTP代理 | 文件获取activelog cuc/diag_SMTP* | CUC |
| 连接服务器角色管理器 | 文件获取activelog cuc/diag_CuSrm* | CUC |
| 连接智能许可证管理器服务器 | 文件获取activelog cuc/diag_CuSImSvr* | CUC |
| 连接语音视图处理器 | 文件获取activelog cuc/diag_StService_* | CUC |
| 连接系统代理 | 文件获取activelog cuc/diag_CuSysAgent* | CUC |
| 连接Tomcat应用 | 文件获取activelog cuc/diag_tomcat | CUC |
| 连接语音识别传输 | 文件get activelog cuc/diag_cuvrt_* | CUC |
| 连接语音识别器 | file get activelog cuc/diag_NSSserver_* | CUC |
| 启动日志 | 文件获取活动日志/引导* | CUC/CUCM |
| Cisco AMC Service | 文件get activelog cm/trace/amc/log4j/amc* | CUC/CUCM |
| 思科AMC服务警报日志 | file get activelog cm/log/amc/AlertLog/* | CUC/CUCM |
| 思科AMC服务呼叫日志 | file get activelog cm/log/amc/CallLog/* | CUC/CUCM |
| 思科AMC服务设备日志 | file get activelog cm/log/amc/deviceLog/* | CUC/CUCM |
| 思科AMC服务PPRLog | 文件获取activelog cm/log/amc/PPRLog/* | CUC/CUCM |
| 思科AMC服务服务器日志 | file get activelog cm/log/amc/ServerLog/* | CUC/CUCM |
| 思科AMC服务服务日志 | file get activelog cm/log/amc/ServiceLog/* | CUC/CUCM |
| Cisco AXL Web Service | 文件get activelog tomcat/logs/axl/log4j/axl* | CUC/CUCM |
| 思科中止假脱机事务 | 文件get activelog cm/log/informix/ats/* | CUC/CUCM |
| 思科审计事件服务 | 文件get activelog cm/trace/auditlog/sdi/audittrace* | CUC/CUCM |
| 思科审核日志 | 文件获取活动审核/审核应用/审核* 文件获取活动日志审核/vos/* | CUC/CUCM |
| Cisco CAR Web Service | 文件get activelog tomcat/logs/car/log4j/car* | CUC/CUCM |
| Cisco CCM DBL Web Library | 文件get activelog tomcat/logs/dbl/log4j/dbl* | CUC/CUCM |
| Cisco CCM NCS Web Library | 文件get activelog tomcat/logs/ncs/log4j/ncs* | CUC/CUCM |
| Cisco CCM PD Web Service | 文件get activelog tomcat/logs/pd/log4j/pd* | CUC/CUCM |
| Cisco CCMAdmin Web Service | 文件get activelog tomcat/logs/ccmadmin/log4j/ccmadmin* | CUC/CUCM |
| Cisco CCMRealm Web Service | 文件get activelog tomcat/logs/ccmrealm/log4j/ccmrealm* | CUC/CUCM |
| Cisco CCMService Web Service | 文件get activelog tomcat/logs/ccmservice/log4j/ccmservice* | CUC/CUCM |
| Cisco CCMUser Web服务 | 文件get activelog tomcat/logs/ccmuser/log4j/ccmuser* | CUC/CUCM |
| 思科CDP | 文件get activelog cm/trace/cdp/sdi/cdpd* file get activelog cm/trace/cdragent/log4j/cdragent*.log | CUC*/ CUCM |
| 思科CDP代理 | 文件获取活动日志 cm/trace/cdragent/log4j/cdragentThreadDump.l og | CUC*/ CUCM |
| Cisco CallManager Cisco IP 电话服务 | 文件get activelog tomcat/logs/ccmcip/log4j/ccmcip* | CUC/CUCM |
| 思科证书更改通知 | 文件获取活动平台/日志/certCN* | CUC/CUCM |

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| 思科证书更改通知服务 | 文件获取活动平台/日志/certCN* 文件get | CUC/CUCM |
| 思科更改凭证应用 | activelowtomc/logs/changecredential/log4j/chan gepin* | CUC/CUCM |
| Cisco 通用用户界面 | 文件get activelogtomcat/logs/cui/log4j/cui* | CUC/CUCM |
| Cisco ControlCenter CLI | 文件get activelog cm/trace/ccmservice/log4j/ccmservice* | CUC/CUCM |
| Cisco DRF Local | 文件获取activelog平台/drf/trace/drfLA* | CUC/CUCM |
| Cisco DRF Master | 文件获取活动日志platform/drf/trace/drfMA.log 文件get activelog platform/drf/log/* | CUC/CUCM |
| 思科数据库CLI输出 | 文件get activelog cm/trace/dbl/* file get activelog cm/trace/dbl/sdi/*.sql.log 文件get activelog | CUC/CUCM |
| 思科数据库安装服务 | cm/trace/dbl/sdi/installdb/dbl_installdb* file get activelog cm/trace/dbl/sdi/installdb*.log.err | CUC/CUCM |
| Cisco 数据库层监控器 | 文件get activelog cm/trace/dbl/sdi/dbmon* | CUC/CUCM |
| 思科数据库跟踪 | 文件get activelog cm/trace/dbl/sdi/dbl*/log | CUC/CUCM |
| 思科数据库通知服务 | 文件get activelog cm/trace/dbl/sdi/dbnotify* 文件获取活动日志 cm/trace/dbl/sdi/replication_scripts_output.log | CUC/CUCM |
| 思科数据库复制器跟踪 | 文件获取活动日志cm/trace/dbl/sdi/startrpc.log 文件获取activelog cm/trace/dbl/*.log 文件获取activelog cm/trace/dbl/sdi/dblrpc。 * | CUC/CUCM |
| 思科设备激活服务** | 文件get activelog tomcat/logs/ccmact/log4j/* | CUC*/CUCM |
| Cisco Dialed Number Analyzer | 文件get activelog tomcat/logs/dna/log4j/* | CUC/CUCM |
| 思科拨号号码分析器服务器 | 文件get activelog cm/trace/dnasserver/sdi/* | CUC/CUCM |
| Cisco DirSync | 文件get activelog cm/trace/dirsync/log4j/dirsync* | CUC/CUCM |
| 思科发现响应器服务 | 文件获取活动/平台/日志/mdns* file get activelog | CUC/CUCM |
| 思科E911服务 | tomcat/logs/e911proxy/log4j/e911proxy* 文件get activelog | CUC/CUCM |
| Cisco Extension Mobility | tomcat/logs/em/log4j/emservice* | CUC*/ CUCM |
| Cisco Extension Mobility应用程序 | 文件获取activelog tomcat/logs/em/log4j/emapp* | CUC*/ CUCM |
| 思科外部呼叫控制服务 | 文件get activelog tomcat/logs/cucmeccs/log4j/cucmeccs* | CUC/CUCM |
| Cisco GRT 通信 Web 服务 | 文件get activelog tomcat/logs/grt/log4j/grt* | CUC/CUCM |
| Cisco Informix数据库服务 | 文件get activelog cm/log/informix/* 文件获取活动日志 tomcat/logs/ipma/log4j/ipma_ChangeLog.log 文件获取活动日志 | CUC/CUCM |
| Cisco IP Manager Assistant | tomcat/logs/ipma/log4j/service.log 文件获取活动日志 tomcat/logs/ipma/log4j/ipma_CtiClient.log 文件获取活动日志 tomcat/logs/ipma/log4j/ipma_Security.log | CUC/CUCM |
| Cisco Cisco 日志分区监控工具 | 文件get activelog cm/trace/lpm/sdi/lpm* | CUC/CUCM |
| 思科Log4jinit Servlet | 文件get activelog tomcat/logs/log4jinit/log4j/log4jinit* | CUC/CUCM |

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| Cisco RIS 数据收集器 | 文件获取活动日志cm/trace/ris/sdi/ris.txt | CUC/CUCM |
| 思科RIS数据收集器性能监控日志 | 文件获取活动日志cm/log/ris/csv/PerfMon.cs | CUC/CUCM |
| Cisco RTMT Web Service | 文件get activelog tomcat/logs/rtmt/log4j/rtmt* | CUC/CUCM |
| Cisco RisBean库 | 文件get activelovotomc/logs/risbean/log4j/risbean* | CUC/CUCM |
| Cisco 基于角色安全性 | 文件get activelog tomcat/logs/rbs/log4j/rbaccess* | CUC/CUCM |
| 思科行信息假脱机 | 文件get activelog cm/log/informix/ris/*.* | CUC/CUCM |
| Cisco SOAP Web Service | 文件获取activelotomc/logs/soap/csv/*.*.csv 文件get activelog tomcat/logs/soap/log4j/soap* | CUC/CUCM |
| 思科SOAP消息服务 | 文件get activelog tomcat/logs/soapmessage/log4j/soapmessage* | CUC/CUCM |
| 思科SSO | 文件获取activelog平台/日志/ssoApp* 文件get activelog sso/policyagent/ file get activelog tomcat/logs/ssosp/log4j/*.log | CUC/CUCM |
| Cisco Serviceability Reporter | 文件获取活动日志 cm/trace/rtmtreporter/log4j/rtmtreporter.log | CUC/CUCM |
| 思科可维护性报告器警报报告 | file get activelog cm/report/rtmtreporter/AlertRep/AlertRep* | CUC/CUCM |
| Cisco Serviceability Reporter CallActivitiesReport | file get activelog cm/report/rtmtreporter/CallActivitiesReport/CallA ctivitiesReport* | CUC/CUCM |
| 思科可维护性报告器设备报告 | file get activelog cm/report/rtmtreporter/DeviceRep/DeviceRep* | CUC/CUCM |
| 思科可维护性报告器PPR报告 | file get activelog cm/report/rtmtreporter/PerformanceRep/Perform anceRep* | CUC/CUCM |
| Cisco Serviceability Reporter服务器报告 | file get activelog cm/report/rtmtreporter/ServerRep/ServerRep* | CUC/CUCM |
| 思科可维护性报告器服务报告 | file get activelog cm/report/rtmtreporter/ServiceRep/ServiceRep* | CUC/CUCM |
| 思科存储过程跟踪 | 文件get activelog cm/trace/dbl/sdi/spltrace* | CUC/CUCM |
| 思科系统日志代理 | 文件get activelog cm/trace/syslogmib/sdi/syslogmib* 文件获取activelovotomc/logs/catalina*.* 文件获取activelog tomcat/logs/host-manager。* 文件获取activelog tomcat/logs/admin。* file get activelog tomcat/logs/diagnostic- memory。* file get activelog tomcat/logs/diagnostic-info.* | CUC*/ CUCM |
| Cisco Tomcat | 文件获取activelog tomcat/logs/localhost_access*.txt 文件获取activelog tomcat/logs/manager。* 文件获取activelog tomcat/logs/diagnostic- threads。* file get activelog tomcat/logs/*.hprof file get activelog tomcat/logs/localhost*.log | CUC/CUCM |
| Cisco Tomcat安全日志 | 文件get activelog tomcat/logs/security/log4j/security* | CUC/CUCM |
| Cisco Tomcat统计服务小服务 | 文件get activelotoc/logs/tomcatstats/log4j/tomcatstats* | CUC/CUCM |
| Cisco Trace Collection | 文件get activelog cm/trace/tct/log4j/tct* | CUC/CUCM |

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| Service | | |
| 思科信任验证服务 | 文件get activelog cm/trace/tvs/sdi/tvs* | CUC/CUCM |
| Cisco UXL Web服务 | 文件获取activelog tomcat/logs/uxl/log4j/UXL* | CUC/CUCM |
| Cisco Unified 移动语音访问服务 | 文件get activelog tomcat/logs/ccmivr/log4j/ccmivr* | CUC/CUCM |
| Cisco Unified OS Admin Web Service | 文件get activelog tomcat/logs/cmplatform/log4j/cmplatform* | CUC/CUCM |
| 思科统一操作系统平台API | 文件get activelog tomcat/logs/platform/api/log4j/platform-api* | CUC/CUCM |
| Cisco Unified 报告 Web 服务 | 文件get activelog tomcat/logs/cucreports/log4j/cucreports* | CUC/CUCM |
| 思科用户数据服务 | 文件get activelog tomcat/logs/cucm-uds/log4j/cucm-uds* | CUC/CUCM |
| Cisco WebDialer Web Service | 文件get activelog tomcat/logs/webdialer/log4j/webdialer* | CUC/CUCM |
| Cisco WebDialer重定向器Web服务 | 文件get activelog tomcat/logs/redirector/log4j/redirector* | CUC/CUCM |
| Cron日志 | 文件获取活动日志/cron* | CUC/CUCM |
| 事件查看器 — 应用日志 | 文件获取活动日志/CiscoSyslog* | CUC/CUCM |
| 事件查看器 — 系统日志 | 文件获取活动日志/消息。* | CUC/CUCM |
| FIPS日志 | 文件获取活动平台/fips/* | CUC/CUCM |
| 主机资源代理 | file get activelog platform/snmp/hostagt/* Hardware:file get activelog platform/log/systemReport-*.tgz | CUC*/ CUCM |
| IPT平台CLI创建的报告 | 平台 : file get activelog platform/log/platformConfig-*.tar SE Linux:文件获取活动日志syslog/security-diagnostics.tar.gz | CUC/CUCM |
| IPT平台CLI日志 | 文件获取活动平台/日志/cli* | CUC/CUCM |
| IPT平台证书监控器日志 | 文件get activelog platform/log/certm* | CUC/CUCM |
| IPT平台CertMgr日志 | file get activelog platform/log/certMgmt* | CUC/CUCM |
| IPT平台群集管理器日志 | 文件获取活动平台/日志/集群管理器* | CUC/CUCM |
| IPT平台GUI日志 | 文件get activelog tomcat/logs/iptplatform/log4j/iptplatform* | CUC/CUCM |
| IPT平台IPsecMgmt日志 | 文件获取activelog平台/log/ipsecMgmt* | CUC/CUCM |
| 安装文件签名 | 文件获取活动平台/日志/身份验证* | CUC/CUCM |
| 安装和升级日志 | 文件获取安装* utils os kerneldump enable 文件获取活动日志/消息* | CUC/CUCM |
| Kerneldump日志 | 文件获取活动日志/CiscoSyslog*.* file get activelog cm/log/ris/csv/PerfMon.* 文件获取活动日志/引导。* | CUC/CUCM |
| MIB2代理 | 文件get activelog core/mib2agt/mib2agt* | CUC*/ CUCM |
| 邮件日志 | 文件获取活动日志/邮件日志* | CUC/CUCM |
| Mgetty日志 | 文件get activelog mgetty/* 文件获取活动日志/ntp* | CUC/CUCM |
| NTP日志 | 文件获取活动日志/sd_ntp* | CUC/CUCM |
| 数据包捕获日志 | 文件获取活动平台/cli/packets* | CUC/CUCM |
| 平台管理Web服务 | file get activelog tomcat/logs/platform/api/log4j/* | CUC/CUCM |
| 平台通信Web服** | 文件get activelog tomcat/logs/platformcom/log4j/* | CUC/CUCM |
| 计划日志 | file get activelog cm/trace/ccm/proglogs/*.* file get activelog cm/trace/cti/proglogs/*.* | CUC/CUCM |

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| SAR日志 | 文件获取活动日志sa/sar* | CUC/CUCM |
| SELinux日志 | 文件get activelog平台/selinux_startup* 文件获取活动日志/安全诊断* | CUC/CUCM |
| SNMP主代理 | file get activelog platform/snmp/snmpdm/* | CUC*/ CUCM |
| SOAP — 诊断门户数据库服务 | 文件get activelog tomcat/logs/dp/log4j/dp* | CUC/CUCM |
| 安全日志 | 文件获取活动日志/安全* | CUC/CUCM |
| 服务管理器 | 文件获取活动平台/日志/服务器* | CUC/CUCM |
| 服务注册日志 | 文件获取活动平台/服务注册器/* | CUC/CUCM |
| 后台处理程序日志 | 文件获取活动日志/spooler* | CUC/CUCM |
| 系统应用代理 | 文件get activelog platform/snmp/sappagt/* | CUC*/ CUCM |